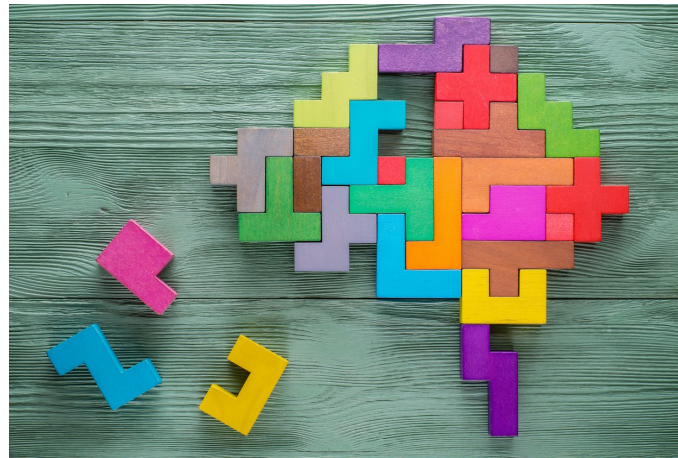


# PRACTICAL HELP IN CARING FOR A LOVED ONE WITH DEMENTIA



<https://images.app.goo.gl/ii2ZG7r4vg844APG9>

Nancy Madsen, MS, SSW, CPM  
Family Caregiver Support Program Manager  
Division of Aging and Adult Services / State of Utah  
November 5, 2020

# OBJECTIVE

*Bring more peace to your  
relationship as you discover ways to  
communicate and de-escalate  
common dementia behaviors.*

# DEMENTIA IS A SYNDROME

DEMENTIA: A term used to describe several different diseases of the brain that affect:

Memory

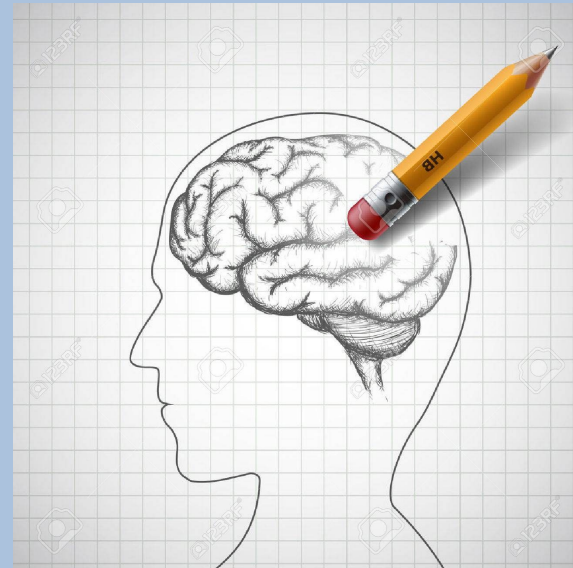
Language

Vision

Decision-making

Problem solving

Personality



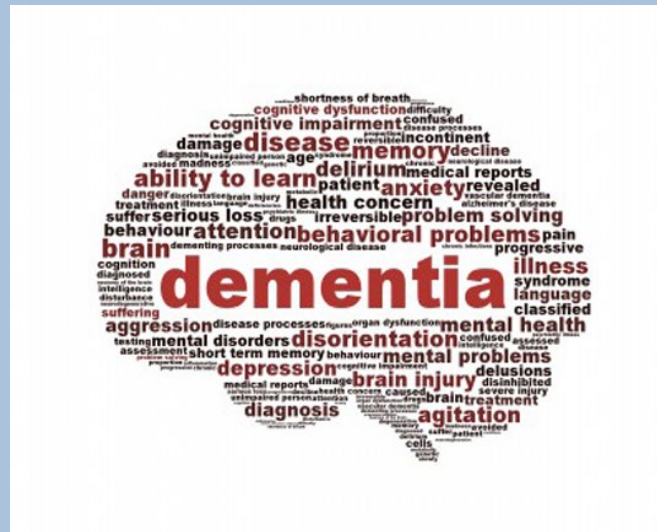
<https://images.app.goo.gl/9ChyKUm9xu3RKJep9>

Someone with dementia can no longer:

Think the same way

See the world the same way

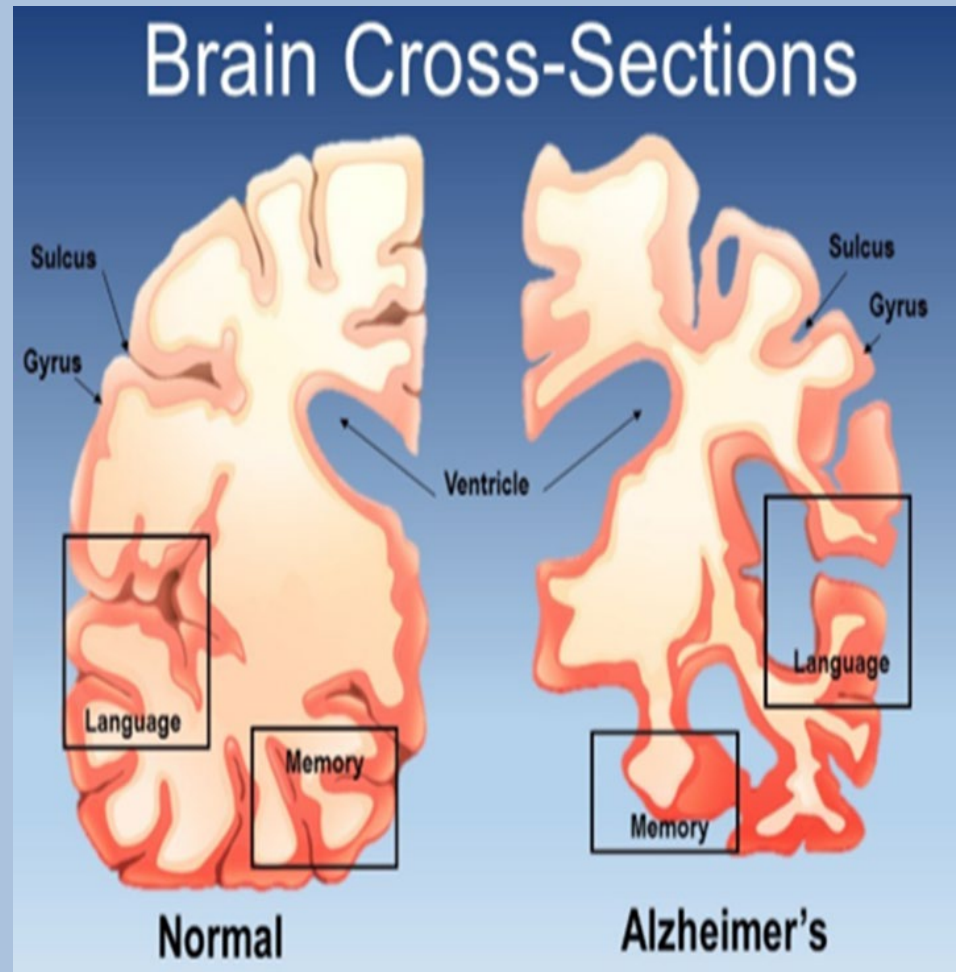
Express thoughts the same way



<https://images.app.goo.gl/LfJLsCV5vCTkLWMF9>

Dementia

literally changes  
the structure of  
the brain.



## *An exercise ...*

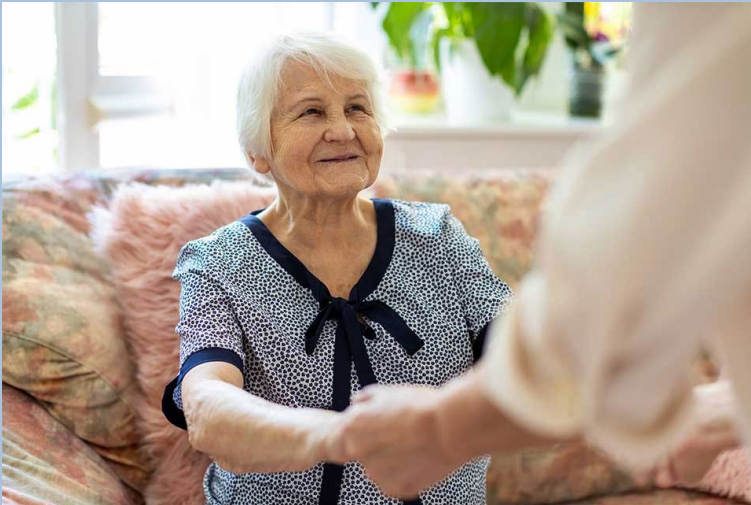
- Think of an individual with memory loss:
  - with whom you struggle communicating, or
  - who may exhibit challenging behaviors.
- Think about how/why you struggle with them.

*At the end of the presentation, ask yourself:*

- Which methods can I use to improve communication with this person?
- What can I pay attention to in order address the unmet need(s) in this person to reduce challenging behaviors?

# Communication Tips

Approach slowly & from the front;  
maintain eye contact at eye level



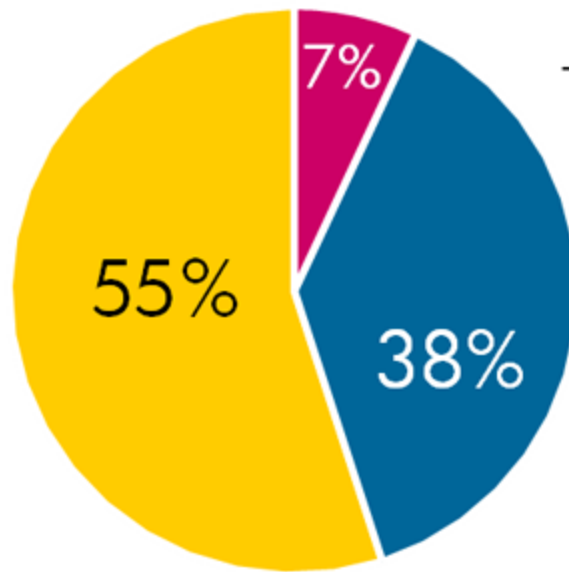
<https://images.app.goo.gl/izyoHZBVAHZGDBre8>



<https://images.app.goo.gl/pmyYpWU2UfDjtv6GA>



# Use a calm tone of voice



Dr. Albert Mehrabian's 7-38-55% Rule

## Elements of Personal Communication

- 7% spoken words
- 38% voice, tone
- 55% body language

<https://www.palodesk.com/wp-content/uploads/2019/05/palodesk-elements-of-personal-communication.png>

# Be positive; never argue or criticize




<https://www.joegirard.com/wp-content/uploads/2019/02/Positive-Attitude.jpg>

# Validate feelings

## Respond to the emotion(s) behind the statement

A little validation goes a long way



empathy  
/'em-pe-THĒ/

1. connecting and relating
2. acknowledging feelings
3. stepping outside ourselves

<https://www.kimsullivanmft.com/wp-content/uploads/validation.jpg>

# Simplify your message

## Offer simple choices



<https://static1.squarespace.com/static/5319207fe4b0ee73efeeaf72/531a65cfe4b0a6495db117cd/55b59dd6e4b0014b08bf2c2e/1437966713479/?format=1500w>

# Use concrete words and phrases



<https://img1.mashed.com/img/gallery/delicious-breakfast-foods-you-need-to-try-before-you-die/intro-1584646886.jpg>



[https://lh3.googleusercontent.com/proxy/ETIgF-HbquKJBgCVixee0GJKIAFGKpzFP6esXnlzV9QSiFCJ4K4o1AquHLf05n\\_2m44ctpl5BG5idqahteFKlReAdevkSgvcpkEXJ2jh-DtO7MDRmeh-d95eOBLT-a-57J8GmPisyuWPJAZ2zSTG](https://lh3.googleusercontent.com/proxy/ETIgF-HbquKJBgCVixee0GJKIAFGKpzFP6esXnlzV9QSiFCJ4K4o1AquHLf05n_2m44ctpl5BG5idqahteFKlReAdevkSgvcpkEXJ2jh-DtO7MDRmeh-d95eOBLT-a-57J8GmPisyuWPJAZ2zSTG)

# Use verbal, physical, and tactical cues

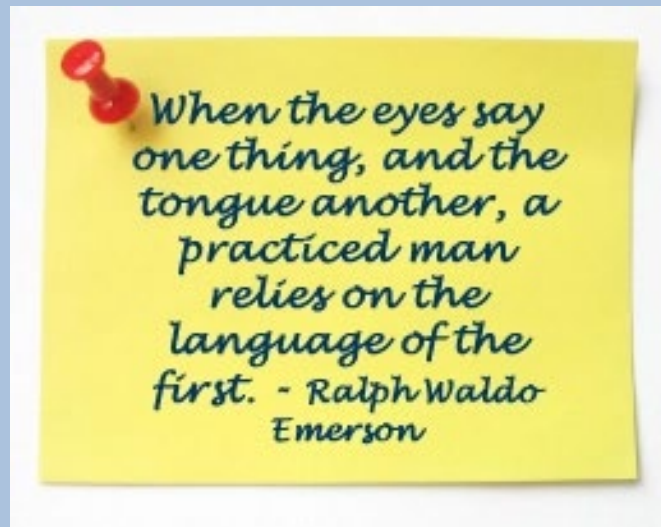


<https://dailycaring.com/wp-content/uploads/2016/07/washing-elderly-hair-at-home-1200x630.jpg>



<https://i.ytimg.com/vi/fE9zK2QhZYE/maxresdefault.jpg>

# Pay attention to non-verbal cues



<https://9x5programs.files.wordpress.com/2015/01/ralph-waldo-emerson-quote.jpg?w=261>



# Plan ahead; don't rush



[https://static.wixstatic.com/media/536cf8\\_1eeaebf0fc74435fa27b002a2bb8a47e~mv2.jpg/v1/fill/w\\_1000,h\\_545,al\\_c,q\\_90/536cf8\\_1eeaebf0fc74435fa27b002a2bb8a47e~mv2.jpg](https://static.wixstatic.com/media/536cf8_1eeaebf0fc74435fa27b002a2bb8a47e~mv2.jpg/v1/fill/w_1000,h_545,al_c,q_90/536cf8_1eeaebf0fc74435fa27b002a2bb8a47e~mv2.jpg)



# Keep a routine

## Bedtime Routine Checklist

### Before getting into bed:

- ☐ Take evening medicine with a glass of water
- ☐ Brush teeth
- ☐ Brush dental appliance and put in dish to soak overnight
- ☐ Rinse mouth with mouthwash and water
- ☐ Wash face with a warm washcloth
- ☐ Change into pajamas
- ☐ Use the restroom and change Depend® Fit-Flex® Underwear

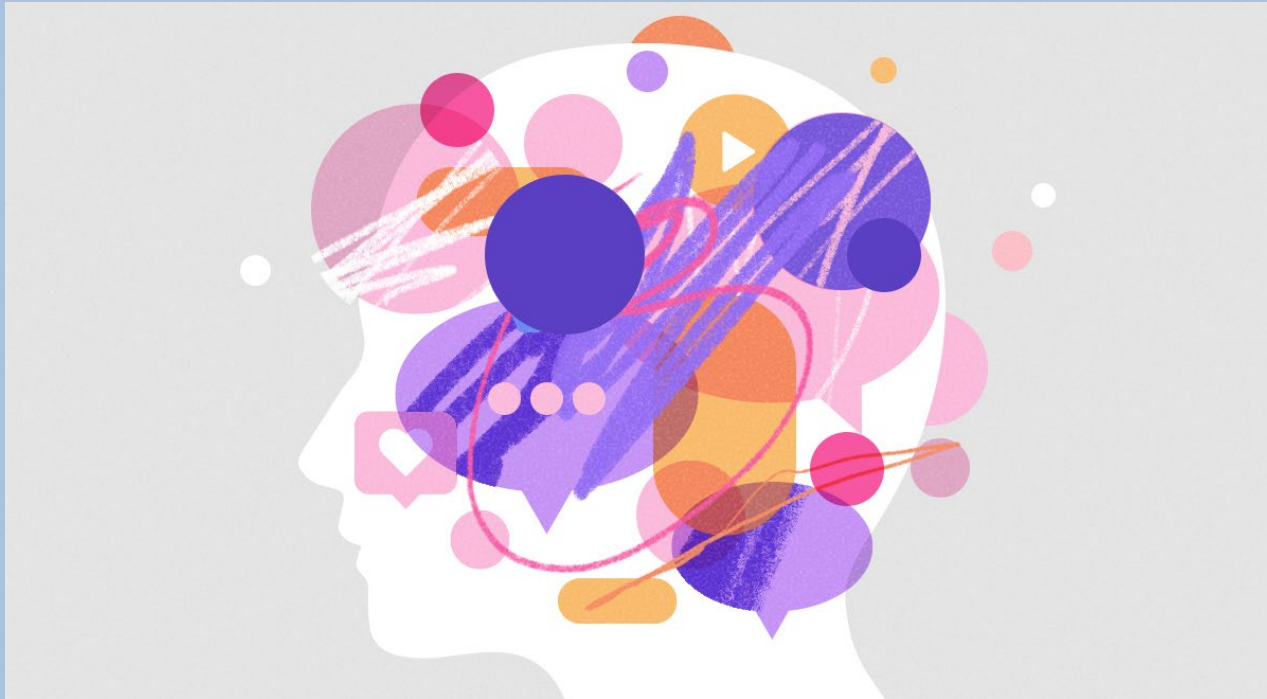
### After getting into bed:

- ☐ Use chapstick
- ☐ Remove eye glasses
- ☐ Administer eye drops
- ☐ Turn on night lights
- ☐ Turn off lights

Good Night!  
Sleep Tight!

<https://i.pinimg.com/originals/a1/b1/5a/a1b15a2e79fc4dc5b7af76df0d2615dc.jpg>

# Minimize distractions



<https://blog.mozilla.org/firefox/files/2020/05/Nir-Eyal-header.jpg>

Use touch and comforting gestures;  
especially in late stage dementia



[https://www.ukinsurancenet.com/media/2002/depositphotos\\_24849139\\_m-2015-2.jpg](https://www.ukinsurancenet.com/media/2002/depositphotos_24849139_m-2015-2.jpg)

Reassure; treat with dignity and respect



<https://www.buckinghamtoday.co.uk/images-o.jpimedia.uk/imagefetch/http://www.bucksherald.co.uk/webimage/Prestige.Item.1.91714527!image/image.jpg?width=640>

# HANDLING CHALLENGING BEHAVIORS AND ADDRESSING UNMET NEEDS

# What is the behavior?



<https://i0.wp.com/cdn-prod.medicalnewstoday.com/content/images/articles/314/314685/confused-lady.jpg?w=1155&h=1663>

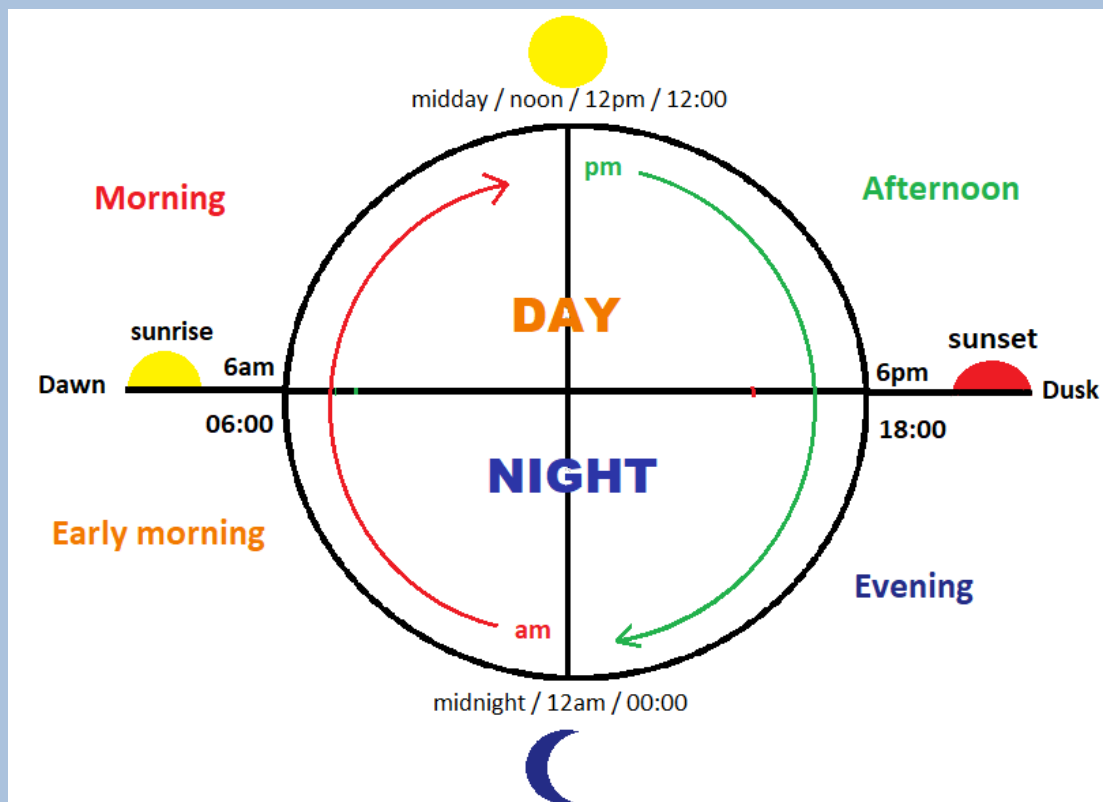


<https://careersmart.com/wp-content/uploads/2015/04/Combative-Behaviors-in-Persons-with-Dementia-1.jpg>



<https://dailycaring.com/wp-content/uploads/2018/12/handle-aggressive-dementia-behavior.jpg>

# When does it happen?



<https://www.myenglishlanguage.com/wp-content/uploads/2018/06/Time-Day-Night-English.png>



# Who is around when it happens? Who is missing?



<https://images.app.goo.gl/GNfYroRUipUMgN2W6>



<https://images.app.goo.gl/2km1AdEAHCuAS39M9>



<https://images.app.goo.gl/CTdR4L8bQSpZr2VA>



Is it disruptive or just typical dementia behavior?



<https://i.pining.com/736x/62/df/ed/62dfed9c4df6bbcbd5e4cb6cc35cbdb6.jpg>

# Is there a medical etiology?



[https://www.verywellhealth.com/thmb/95H1d9eKYgS8beW7JOtAPsfHaAE=/400x250/filters:no\\_upscale\(\):max\\_bytes\(150000\):strip\\_icc\(\)/GettyImages-184613119-5659ddf43df78c6ddf501b5d.jpg](https://www.verywellhealth.com/thmb/95H1d9eKYgS8beW7JOtAPsfHaAE=/400x250/filters:no_upscale():max_bytes(150000):strip_icc()/GettyImages-184613119-5659ddf43df78c6ddf501b5d.jpg)

# Is it an environmental issue?



<https://images.app.goo.gl/2T7oYwLd6DtaBTXZ9>



<https://images.app.goo.gl/ccyWfiodX56HtZGw7>



<https://images.app.goo.gl/ELNQc1xPmeNnCiyP9>

Is it related to the person's history?



<https://images.app.goo.gl/ZUGJ9d4NNKhbZ2cX7>

# Five Tenants of Caring for a Person with Dementia

- **Make the physical environment work**
  - *By simplifying the environment and reducing distractions*
- **Know that communication remains possible**
  - *By remembering that the emotion and feelings behind their failing words is far more important than the words themselves, and needs to be validated.*
- **Focus on remaining skills**
  - *By compensating for lost abilities while keeping their dignity intact*
- **Live in the person with dementia's world**
  - *By finding joy in their world*
- **Enrich the person's life**
  - *By creating moments for success, eliminating possible moments of failure, praising frequently and with sincerity, attempting to find humor wherever possible*

Butler, Robert N., *Learning to Speak Alzheimer's*, 2004.

*Think back to the exercise ... ask yourself:*

- Which methods can I use to improve communication with the person I identified earlier?
- What can I pay attention to in order address the unmet need(s) in this person to reduce challenging behaviors?

# Choose What Matters





# Area Agencies on Aging

MAG Area Agency on Aging (Utah, Wasatch, Summit counties)

585 E 800 N, Orem, UT 84097

801-229-3804

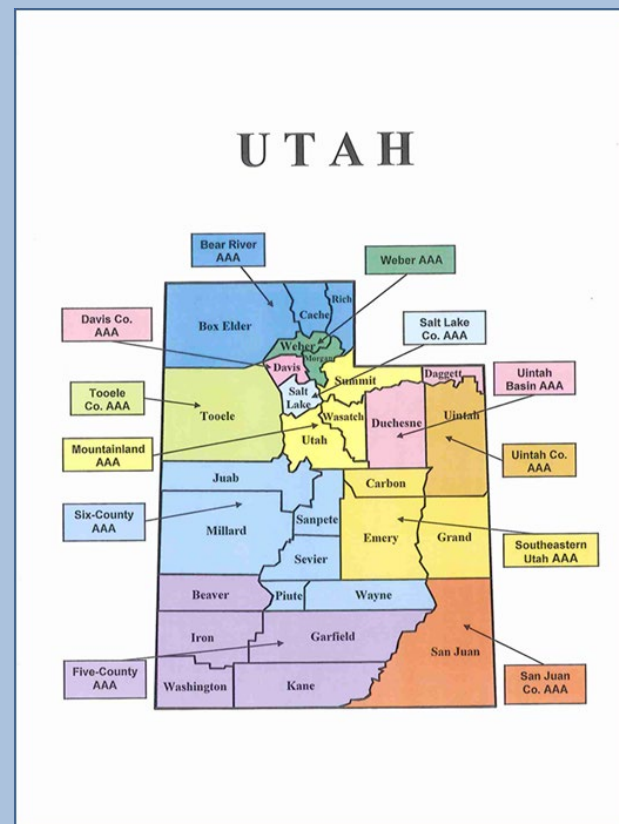
<https://mountainland.org/aging>

## Utah Caregiver Support Program (UCSP)

- **Information** about available community resources
- **Assistance** in gaining access to supportive services
- **Counseling, support groups, caregiver education**, including dementia education (varies with each AAA – call your local AAA for current offerings)
- **Respite** services for caregivers (stipend for personal care, homemaking, a break, adult day services, etc.)
- **Supplemental services** (ERS, grab bars, incontinence supplies, etc.)

Eligibility is based on caregiver stress and care receiver condition.

Program and services are not based on income.



To locate your local AAA: <https://eldercare.acl.gov/>



# Alzheimer's Association

Caregiver Support Resources: <https://alz.org/help-support/resources>

Community Resource Finder: for support groups  
– <https://www.communityresourcefinder.org/>

24/7 Helpline: 1-800-272-3900



# CONTACT INFORMATION

**Nancy Madsen, MS, SSW, CPM**

Utah Caregiver Support Program Manager

Division of Aging & Adult Services/State of Utah

O: 801-538-3926, C: 385-239-0596

**[nmadsen@utah.gov](mailto:nmadsen@utah.gov)**

195 N 1950 W, Suite 3059

Salt Lake City, UT 84116

<https://daas.utah.gov/>

